PGT AND YOU
Reaching Out

Issue 3 Fall 2003

Message From the PGT

I am pleased to announce the third annual issue of our Services to Adults Newsletter, renamed “Reaching Out” this year. This edition will provide useful information about our services, the many projects that Adult Services has undertaken this past year as well as provide updates from the last published Newsletter.

Over this past year, we continued to demonstrate progress and client service improvement throughout the organization. We continually strive to improve our services which includes faster and closer service. On June 16, 2003, our office opened our first Regional Office on Vancouver Island. It has been a great success and we are very proud of this accomplishment.

Client Services provides service to 3,411 clients

Each Case Manager works with about 213 clients

The PGT has investigated over 325 legal issues this year for our clients

The PGT sold 54 properties this year

The PGT manages about $229 million of adult clients’ assets

The PGT acts as Committee of Person for 116 clients.

The PGT makes over 600 health care decisions per year as Temporary Substitute Decision Maker

We also have a detailed report on all the work we have done this past year, the 2002-2003 Public Guardian and Trustee Annual Report. If you would like to receive a copy, please contact your Case Manager or go to Publications on our web site at: www.trustee.bc.ca

I welcome any feedback or comments you may have with respect to our services as well as any suggestions you may have for future issues of the PGT And You.

Jay Chalke
Public Guardian and Trustee of BC

Welcome to the Third Edition

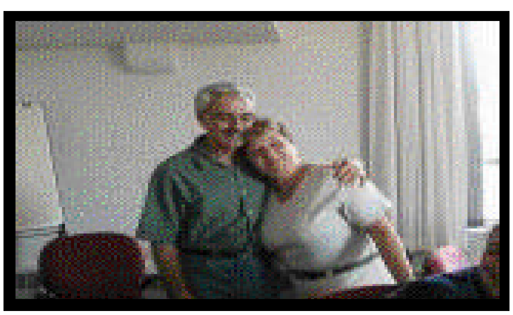
This edition focuses on the services we provide and coordinate for you. We are also pleased to bring you details of our first Regional Office as well as updates on projects we were working on last year. If you have any questions after reading the Newsletter or if you have any suggestions on what you would like to see in future newsletters, please contact your Case Manager. We’d be pleased to hear from you.

PUBLIC GUARDIAN AND TRUSTEE’S VISION
“Rights, Choices and Security for all British Columbians”

A CASE MANAGER'S REPORT:
Reaching Out to My Clients

"My clients are my first priority:" these are the very first words that come into my mind every morning as I start my day. I check my phone messages and see what letters have arrived; I sort out what needs a little thought and what needs to be done right now!

If this sounds like the makings of a big 'to do' list, I'll tell you how I keep on track! At our office we use a 'service delivery plan' to measure the things we do and make sure our service levels are right for our clients. Our policies help too by setting target dates for completing tasks. As Committee of Estate, we manage our client's financial and legal affairs and as Committee of Person, we manage their personal affairs, including making health care decisions. I make sure to visit my new clients within the



first six months of our office's appointment. I make a 'Case Plan' with my clients. I learn about their financial, legal, and personal circumstances; about their income and assets, estate plans, lifestyle, and relationships with their family, friends, care-providers, and healthcare professionals.

The Financial Assistant uses this information to set up a budget based on your monthly income to meet your needs. Some have fixed incomes and are eligible for government subsidies, pensions, and grants. Many have

company pensions, RRSP or RIF income, and annuities. I work with my colleagues and other financial professionals to ensure that all of your income and /or savings are handled appropriately.

I make sure that I see my 'Committee of Person' clients at least once a year and my 'Committee of Estate' clients at least every two years. This gives me the opportunity to review the case plan with my clients to see if any changes need to be made.

The service delivery plan and our policies are great tools to have. They help us keep right on track.

CHANGES TO HEALTH CARE

There continues to be various changes to government funding and programs in BC, healthcare being at the forefront of these changes. The Province is moving towards a model that focuses on seniors residing in assisted living environments with supports in place and moving away from long term care facility placements. The PGT has been working with community agencies to ensure the needs of our clients continue to be met during this time of change.

REGIONALIZATION: *Reaching Out to Our Clients*

On June 16, 2003, the PGT opened the doors of its new Vancouver Island Regional Office, located in downtown Victoria, BC. Opened after many months of planning, recruiting and training new staff, the Regional Office demonstrates our commitment to provide closer and more affordable services to those of you living on Vancouver Island, the Gulf Islands and Powell River.

Since opening day, our Regional Office has enjoyed positive feedback from you, your caregivers and service providers in the region. In expanding our efforts to reach out to British Columbians in all parts of the province, we plan to open another Regional Office in Kelowna to better serve our clients in the Interior and Northern BC.

Our Vancouver Island staff are here to help

CLIENT ADVOCACY: *Are You Affected?*

The Public Guardian and Trustee of BC advocates for our clients by ensuring that they receive all the benefits that they are entitled to, coordinating services from community stakeholders and providing quality service.

Examples of our continued advocacy over the last year include:

1019 Wharf St, Victoria, BC

The PGT's Vancouver Island Office

- seeking compensation on behalf of our clients who attended Jericho Hill School for the Deaf and who were abused there. In January 1998 a class action lawsuit was brought against the Province of BC on behalf of all individuals who attended Jericho Hill between 1950 and 1992 and suffered injury, loss, and/or damage as a result of sexual misconduct. The Provincial Government and class action counsel are currently mediating a settlement agreement.
- seeking compensation on behalf of our clients who were abused while attending Woodlands School in New Westminster BC. There is currently a class action application underway and a $2 million trust fund has been established to provide counselling and support for those persons who attended Woodlands, Glendale, Tranquille and Endicott Centre.
- seeking compensation by initiating lawsuits against the Provincial Government on behalf of our clients who were unlawfully sterilized at Riverview under BC's now repealed Eugenics law. We are currently appealing the Court's decision to deny compensation.

If you fall into one of these categories and have not notified your Case Manager or been notified by your Case Manager, please contact him/her for information on these initiatives.

COORDINATION OF SERVICE

A major part of the work we do is coordinating services for you with other agencies, to help meet your needs. By working with you and your support network, we can do a better job.

The following is a list of some of the agencies/ services that we connect with on a regular basis to coordinate services for you:

- Family, friends, neighbours
- Long Term Care & Mental Health Teams
- Hired companions and care aides
- Physiotherapists
- Doctors
- Social workers

The following is a case scenario that shows how we coordinate our services with others:

A senior adult is living on her own and unfortunately falls and breaks her hip. The hospital social worker contacts the Case Manager and advises that before our client goes home, some very important services must be put into place.

The Case Manager must make decisions on what services our client can afford and benefit from. After speaking with the client, family and friends, it is decided that small renovations need to be done to the house to make sure it is safe for our client.

Meals on Wheels or home grocery service is set up so that our client gets good nutrition at home. Long Term Care is contacted and homecare is arranged.

All the while, the Case Manager is working with our financial staff to make sure our client is in a healthy financial position.

This is just one of many ways that we co-ordinate services for our clients.

FEES & COMMISSIONS

In order to provide the level of service we do to our clients, the PGT charges fees and commissions on the money we manage for our clients. The PGT charges 5% on income and capital that is received by our office (this is a one time charge only), and 0.4% per year of assets under administration. If you would like more specific details on the fees that have been charged from your trust account, please contact your Case Manager, who can discuss this with you.

Recognizing a staff member's extra efforts

Public Guardian and Trustee of BC
700 - 808 West Hastings Street
Vancouver, BC V6C 3L3
and
Vancouver Island Regional Office
1019 Wharf Street
Victoria, BC V8W 9J2

Vancouver Island Team serving: Vancouver Island communities, Gulf Islands, Powell River

Ph: (250) 356-8160

Greater Vancouver Team serving: Vancouver, Richmond, Delta

Ph: (604) 660-2476

Lower Mainland Team serving: Surrey, Coquitlam/ Port Coquitlam, New Westminster, Burnaby, Fraser Valley

Ph: (604) 660-4480

Interior Team serving: Okanagan, Kootenays, Cariboo & Northern BC

Ph: (604) 660-4453

Toll free: 1-800-663-7867 (Enquiry BC)

Website: www.trustee.bc.ca

E-Mail: mail@trustee.bc.ca